



CHUCK e. FOCUS

Week 28 – July 13, 2018

CHECK OUT THESE NUMBERS!

**SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR
MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!**

Restaurant	2017	2018	YOY
1. San Antonio Stone Oak, TX #565	\$25,017	\$39,887	59.4%
2. San Antonio Selma, TX #583	\$28,193	\$40,129	42.3%
3. Muskegon, MI #829	\$6,458	\$8,940	38.4%
4. Lake Jackson, TX #576	\$18,742	\$24,702	31.8%
5. Pasadena, TX #587	\$44,104	\$58,058	31.6%
6. Victoria, TX #581	\$19,167	\$25,155	31.2%
7. Burlington, WA #338	\$14,758	\$19,332	31.0%
8. Humble, TX #105	\$51,790	\$67,304	30.0%
9. Indianapolis, IN #714	\$14,050	\$18,255	29.9%
10. San Antonio Military, TX #417	\$33,685	\$43,632	29.5%



FOR all YOU DO!



south
east

Nancy Burnell is the Sauce Boss for team Johnson City #663, and she will be hitting her 5 year anniversary this August! Not only does Nancy manage the kitchen, but she makes all the dough, perfect 10 pizzas, and keeps her BOH clean, neat, and organized. Nancy is an amazing asset to our Chuck E. Cheese family and we all love her! Thank you Nancy, for all you do!

Savannah Miller with Team Altoona #449 has a smile that makes an at home atmosphere for all our guests!

She has been part of the Chuck E. Cheese family for almost a year now, and can always be counted on to show up with a smile on her face and a positive attitude like no other.

Her lighthearted demeanor makes busy days so much better for all of her Chuck E. family around her. We have never seen Birthday Star's as happy and excited as they are when Savannah is their Party Host. Thank you Savannah, for all you do for us!

north
east





a&b moments...

I recently had a visit to your Brownsville location that I had to tell your corporate office about. I have made many parties at this particular location, as both of my daughters, nephews, and nieces love this location to have their parties. In May we had my daughters birthday party to continue the tradition. The person that helped us was Kiki She made our party the best one that we have had or that we have been invited to. It was a great experience. She was present, checking on everything to be perfect, her timing was awesome. It was a great experience. I am a firm believer that excellent customer service should be acknowledged. Thank you for having on your team people like her and like the General Manager, she was awesome too.

Southeast Region
Brownsville, TX #853
RVP Bill Eich
AD Bill Pressel
GM Connie Walker
Cast Member Kiki

We visited Chuck E. Cheese's with our daughter, my husband's sister, and my two cousins. I have been to this Chuck E. Cheese before, but never like this! On this occasion, I was very surprised to find the restaurant was very clean, there was adequate staff who were all very pleasant, helpful, and happy, and it felt more lively. The bathrooms were clean and stocked with supplies, the salad bar was also clean and full. We did not have any issues with any o the games, and they all seemed to be in order. We were also happy to find that the prize counter was stocked full of fun things for the kids. It was the first time we have taken our daughter to Chuck E. Cheese's and she had an absolute blast. Your staff made our family feel special and welcome. It is an experience we will remember for a lifetime. Thank you!

Western Region
Hemet, CA #376
RVP Jim Brawley
DM Patty Cedillo
GM Meagan Reynolds

We had an excellent experience at this Chuck E. Cheese location. The facility was clean, the games all functioned correctly, and the staff was very friendly. Especially Amelia, who demonstrated zeal for the brand and patience with our young daughter as she slowly tried to decide on her prizes at the prize counter. The manager was very engaged with the guests. Thank you for a great visit. Please ensure the staff at the location are commended for their outstanding service, thanks!

Northeast Region
Arlington Heights, IL #688
RVP Chris Kelly
AD Troy Watring
GM Mark Dupke
Cast Member Amelia

anniversaries **20+ YEARS**

35 YEARS
Deedria Brackens
Asst. Mgr ~ 949

20 YEARS
Jorge Rodriguez
General Manager ~ 438

15 YEARS
Daniel Smoote ~
DM, SE Region

10 YEARS
Alexis Pope ~ 386
Verna McIntyre ~ 589
Andrea Hernandez ~ 669

5 YEARS
Milette Mercado ~ 419
Veronica Elisio ~ 543
Jamesha Gilliam ~ 780
Snan Ash ~ 799

A MY FAVORITE O FUN I SHOWDOWN!



BINGO!



FUN FACTS:

First Restaurant to complete a Full House: **Pearland, TX #578**

Number of Bingo Cards Submitted: **76**

Number of Full House Submissions: **5**

Number of Northeast Region
Submissions: **19**

Number of Southeast Region
Submissions: **21**

Number of Western Region
Submissions: **31**

BINGO FAQ:

- Bingo cards can be worked for as many days as needed – you **DO NOT** need to start fresh every day!
- Bingo is a group effort! Party Servers and Managers can contribute! If the item is suggestively sold to a guest and the kitchen makes it at a perfect 10, it counts!
- Please remember all items for a bingo submission:
 - ✓ 2 bingos on same card
 - ✓ Kitchen tickets of bingo items marked off
 - ✓ A picture of one of your perfect 10 items

LIVE SHOW Dance CONTEST!

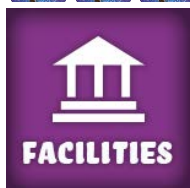


The deadline is fast approaching for the Live Show Dance Contest!

Don't wait until the last minute to submit your video; test your link beforehand to ensure you will not have any issues submitting your video.

Step-by-step instructions are available to download from Sharepoint if needed on how to submit your video to drop box.

If you have any questions or concerns, please reach out to your Regional L&D Manager at learning@cecentertainment.com



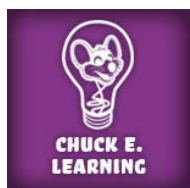
FACILITIES

SSP or Verisae:

How to decide which work order system to use when submitting a Service Request

- Make sure you use the correct work order system to avoid service delays.
- Use the Reference Guide to verify which Portal to submit your Service Request.
- The chart will give you which work order system to use and the Department to contact with questions.

Product and Equipment Repairs	Work Order System	Department
Kitchen Equipment	Verisae	Facilities
HVAC & Plumbing	Verisae	Facilities
Roof & Parking Lot	Verisae	Facilities
Air Compressor	Verisae	Facilities
Fire & Burglar Alarms	Verisae	Facilities
POS & computer/printer issues	SSP (self-service portal)	IT
Kiosk	SSP (self-service portal)	IT
Wifi/Internet	SSP (self-service portal)	IT
Phone Lines	SSP (self-service portal)	IT



BIRTHDAY PRICE INCREASE

The prices for all birthday parties (all packages in all markets) will be increasing October 1st, but we are changing how we take this price increase. Since July 1st, Any party that books for after October 1st will only be shown the new updated pricing, so when October 1st rolls around, all parties are on the new price. No more deciphering on a birthday sheet when a party was booked and charging the appropriate price from there!

More details to come on the party increase, just be aware that parties paying deposits or being confirmed for after October 1st **will** have a different price, this is not a mistake and the system is working as intended.

Questions? Reach out to your Learning Manager or the Manager Hotline.



FLOSS SUGAR



Back by popular demand!!! After several different versions of testing, and a couple of different manufacturers, the verdict is in. . . don't mess with a good thing. . . especially something that's won a GOLD MEDAL.

Beginning next week, all PFG opcos will begin the transition back to the original Gold Medal Flosssugar product that we all know and love. Depending on the speed that it takes to deplete current inventory levels it could take 2-7 weeks for you to start receiving the new (old) product in your locations; so please don't stop ordering cotton candy!

The items will be auto-subbed into your PFG order guide when it's time to transition. There will be no impact/change in item numbers or inventory procedures for this item change.

Reach out to Purchasing with any questions.



RISK management

Tip of the Week:

When Lifting:

- Use your legs, bend at knees, and keep back straight
- Do not be embarrassed; ask for help if something is too heavy or awkward



CHUCK E. CHEESE'S

HOT JOBS



General Manager

321 ~ Newark, CA	780 ~ Ocala, FL
355 ~ Valencia, CA	687 ~ Riverpoint, IL
367 ~ Ladera Heights, CA	916 ~ Fairview Hts, IL
379 ~ Concord, CA	479 ~ Natick, MA
414 ~ Murrieta, CA	526 ~ Syracuse, NY
429 ~ Granada Hills, CA	649 ~ Howard Beach, NY
461 ~ West Hills, CA	559 ~ Cleveland/ N. Olmstead, OH
761 ~ Santa Maria, CA	660 ~ Portland, OR
711 ~ Superior, CO	667 ~ Jackson, TN
720 ~ Bradenton, FL	576 ~ Lake Jackson, TX
779 ~ Wesley Chapel, FL	114 ~ Layton, UT

Tech Manager

108 ~ Redwood City, CA	412 ~ Catonsville, MD	637 ~ Greensboro, NC
465 ~ Torrance, CA	532 ~ Largo, MD	967 ~ Columbia, SC
602 ~ Conyers, GA	499 ~ Hicksville, NY	035 ~ Lewisville, TX
729 ~ Atlanta, GA	649 ~ Howard Beach, NY	416 ~ Arlington, TX
341 ~ Kokomo, IN	374 ~ Jacksonville, NC	572 ~ Woodlands, TX
946 ~ Ft. Wayne, IN		928 ~ Midland, TX

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



peter piper pizza.

interested in a peter piper opportunity?

General Manager

Casa Grande, AZ #1285

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions